

STATE OF SOUTH DAKOTA
OFFICE OF PROCUREMENT MANAGEMENT
523 EAST CAPITOL AVENUE
PIERRE, SOUTH DAKOTA 57501-3182

**Family Time and Transportation for Sioux Falls Child
Protection Services**

PROPOSALS ARE DUE NO LATER THAN 5:00pm CDT APRIL 23, 2021

RFP 2313

BUYER: Division of Child Protection Services

POC: Dawson Lewis
Dawson.Lewis@state.sd.us

READ CAREFULLY

FIRM NAME: _____ AUTHORIZED SIGNATURE: _____

ADDRESS: _____ TYPE OR PRINT NAME: _____

CITY/STATE: _____ TELEPHONE NO: _____

ZIP (9 DIGIT): _____ FAX NO: _____

FEDERAL TAX ID#: _____ E-MAIL: _____

PRIMARY CONTACT INFORMATION

CONTACT NAME: _____ TELEPHONE NO: _____

FAX NO: _____ E-MAIL: _____

1.0 GENERAL INFORMATION

1.1 PURPOSE OF REQUEST FOR PROPOSAL (RFP)

This request has been issued for the purpose of eliciting proposals for the provision of supervised family time services in a family friendly setting in Sioux Falls, South Dakota for families whose children have been removed from the home and placed in the custody of Child Protection Services (CPS), in order to promote the possibility of reunification. Submissions should also include the provision of supervised transportation for children and their parents to and from the family time service, and to and from appointments as referred by CPS, within the Sioux Falls area.

1.2 ISSUING OFFICE AND RFP REFERENCE NUMBER

The Department of Social Services is the issuing office for this document and all subsequent addenda relating to it, on behalf of the State of South Dakota, Division of Child Protection Services. The reference number for the transaction is RFP #2313. Refer to this number on all proposals, correspondence, and documentation relating to the RFP.

Please refer to the Department of Social Services website link <http://dss.sd.gov/keyresources/rfp.aspx> for the RFP, any related questions/answers, changes to schedule of activities, amendments, etc.

1.3 LETTER OF INTENT

All interested offerors are requested to submit a non-binding Letter of Intent to respond to this RFP. While preferred, a Letter of Intent is not mandatory to submit a proposal.

The letter of intent must be received by email in the Department of Social Services by no later than 5 PM CST on March 26, 2021 and must be addressed to Dawson.Lewis@state.sd.us. Place the following, exactly as written, in the subject line of your email: **Letter of Intent for RFP #2313**. Be sure to reference the RFP number in any attached letter or document.

1.4 SCHEDULE OF ACTIVITIES (SUBJECT TO CHANGE)

RFP Publication	<u>March 17, 2021</u>
Letter of Intent to Respond Due	<u>March 26, 2021, 5:00 pm CDT</u>
Deadline for Submission of Written Inquiries	<u>March 26, 2021, 5:00 pm CDT</u>
Responses to Offeror Questions	<u>April 2, 2021</u>
Request for SFTP Folder (see Section 1.5)	<u>April 9, 2021</u>
Proposal Submission	<u>April 23, 2021 5:00 pm CDT</u>
Proposal Revisions (if required)	<u>To be announced if needed</u>
Anticipated Award Decision/Contract Negotiation	<u>April 30, 2021</u>

1.5 SUBMITTING YOUR PROPOSAL

All proposals must be completed and received in the Department of Social Services by the date and time indicated in the Schedule of Activities.

Proposals received after the deadline will be late and ineligible for consideration.

Proposals shall be submitted as PDFs via Secured File Transfer Protocol (SFTP). Offerors must request an SFTP folder no later than **April 9, 2021**, by emailing Dawson Lewis at the email indicated on page

one. The subject line should read **“RFP 2313 SFTP Request”**. The email should contain the name and email of the person who will be responsible for the uploaded document(s).

Please note, offeror will need to work with agency’s own technical support staff to set up an SFTP compatible software on offeror’s own end. While the State of South Dakota can answer questions, the State of South Dakota is not responsible for the software required.

No proposal may be accepted from, or any contract or purchase awarded to any person, firm, or corporation that is in arrears upon any obligations to the State of South Dakota, or that otherwise may be deemed irresponsible or unreliable by the State of South Dakota.

1.6 CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

By signing and submitting this proposal, the offeror certifies that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation, by any Federal department or agency, from transactions involving the use of Federal funds. Where the offeror is unable to certify to any of the statements in this certification, the bidder shall attach an explanation to their offer.

1.7 NON-DISCRIMINATION STATEMENT

The State of South Dakota requires that all contractors, vendors, and suppliers doing business with any State agency, department, or institution, provide a statement of non-discrimination. By signing and submitting their proposal, the offeror certifies they do not discriminate in their employment practices with regard to race, color, creed, religion, age, sex, ancestry, national origin or disability.

1.8 RESTRICTION OF BOYCOTT OF ISRAEL

For contractors, vendors, suppliers, or subcontractors with five (5) or more employees who enter into a contract with the State of South Dakota that involves the expenditure of one hundred thousand dollars (\$100,000) or more, by submitting a response to this solicitation or agreeing to contract with the State, the bidder or offeror certifies and agrees that the following information is correct:

The bidder or offeror, in preparing its response or offer or in considering proposals submitted from qualified, potential vendors, suppliers, and subcontractors, or in the solicitation, selection, or commercial treatment of any vendor, supplier, or subcontractor, has not refused to transact business activities, has not terminated business activities, and has not taken other similar actions intended to limit its commercial relations, related to the subject matter of the bid or offer, with a person or entity on the basis of Israeli national origin, or residence or incorporation in Israel or its territories, with the specific intent to accomplish a boycott or divestment of Israel in a discriminatory manner. It is understood and agreed that, if this certification is false, such false certification will constitute grounds for the State to reject the bid or response submitted by the bidder or offeror on this project and terminate any contract awarded based on the bid or response. The successful bidder or offeror further agrees to provide immediate written notice to the contracting executive branch agency if during the term of the contract it no longer complies with this certification and agrees such noncompliance may be grounds for contract termination.

1.9 MODIFICATION OR WITHDRAWAL OF PROPOSALS

Proposals may be modified or withdrawn by the offeror prior to the established due date and time.

No oral, telephonic, telegraphic or facsimile responses or modifications to informal, formal bids, or Request for Proposals will be considered.

1.10 OFFEROR INQUIRIES

Offerors may email inquiries concerning this RFP to obtain clarification of requirements. No inquiries will be accepted after March 26, 2021. Email inquiries must be sent to Dawson.Lewis@state.sd.us with the following wording, exactly as written, in the subject line: **RFP #2313 Questions**.

The Department of Social Services (DSS) will respond to offerors' inquiries by posting offeror aggregated questions and Department responses on the DSS website at <http://dss.sd.gov/keyresources/rfp.aspx> no later than April 2, 2021. For expediency, DSS may combine similar questions. Offerors may not rely on any other statements, either of a written or oral nature, that alter any specification or other term or condition of this RFP. Offerors will be notified in the same manner as indicated above regarding any modifications to this RFP.

1.11 PROPRIETARY INFORMATION

The proposal of the successful offeror(s) becomes public information. Proprietary information can be protected under limited circumstances such as client lists and non-public financial statements. Pricing and service elements are not considered proprietary. An entire proposal may not be marked as proprietary. ***Offerors must clearly identify in the Executive Summary and mark in the body of the proposal any specific proprietary information they are requesting to be protected.*** The Executive Summary must contain specific justification explaining why the information is to be protected. Proposals may be reviewed and evaluated by any person at the discretion of the State. All materials submitted become the property of the State of South Dakota and may be returned only at the State's option.

1.12 LENGTH OF CONTRACT

The provider contract resulting from this RFP will be issued for a period of one (1) year, June 1, 2021 to May 31, 2022, with the option for renewal for up to three (3), one (1) year contracts at the discretion of the State based on performance and/or the continued availability of funds. Contracts will be renegotiated on an annual basis.

1.13 GOVERNING LAW

Venue for any and all legal action regarding or arising out of the transaction covered herein shall be solely in Hughes County, State of South Dakota. The laws of South Dakota shall govern this transaction.

1.14 DISCUSSIONS WITH OFFERORS (ORAL PRESENTATION/NEGOTIATIONS)

An oral presentation by an offeror to clarify a proposal may be required at the sole discretion of the State. However, the State may award a contract based on the initial proposals received without discussion with the offeror. If oral presentations are required, they will be scheduled after the submission of proposals. Oral presentations will be made at the offeror's expense.

This process is a Request for Proposal/Competitive Negotiation process. Each Proposal shall be evaluated, and each respondent shall be available for negotiation meetings at the State's request. The State reserves the right to negotiate on any and/or all components of every proposal submitted. From the time the proposals are submitted until the formal award of a contract, each proposal is considered a working document and as such, will be kept confidential. The negotiation discussions will also be held as confidential until such time as the award is completed.

2.0 STANDARD AGREEMENT TERMS AND CONDITIONS

Any contract or agreement resulting from this RFP will include, at minimum, the State's standard terms and conditions as seen in Attachment A. As part of the negotiation process, the contract terms listed in Attachment A may be altered or deleted. The offeror should indicate in their response any issues they have with any specific contract terms. If the offeror does not indicate any contract term issues, then the State will assume the terms are acceptable.

3.0 SCOPE OF WORK

The Department of Social Services, Division of Child Protection Services (CPS) vision is to support strong families, as they are South Dakota's foundation and our future. As part of the CPS mission to strengthen and support families, CPS provides certain services to families where children have been removed from their homes and placed in alternative care. Child Protection Services believes children should be with family whenever possible, and by providing a facility for supervised family time, families have the opportunity for consistent contact in order to enhance and promote the bonds that exist as families move towards reunification. Family time should occur in other venues outside the facility, such as the family's homes, parks, or other family like settings whenever possible and safe. Child Protection Services must also ensure the well-being needs of children in our care are met, and must provide transportation not only to these services, but to family time. The Sioux Falls office of Child Protection Services provides services to a large number of families. Due to limitations of staff and physical resources, there is a need for a Family Visitation Center (FVC) who can provide support in the form of supervised family time to as many families as possible who are working towards reunification, based on referrals from CPS. There is a need for children in foster care to be transported to and from the facility, as well as to various appointments to meet their educational, medical, or mental health needs. At times, the parents also need transportation to family time or appointments. Child Protection Services is seeking a Provider that can provide services in two areas: Transportation and Family Time Services. In Fiscal Year 2020, the current vendor provided 2911 supervised family time for an average of 60 families a month, and provided transportation services for 59 families each month, with a total of 80,457 miles traveled. These services were in addition to the family time and transportation services provided to families by the Division of Child Protection Services outside of the contract.

3.1 SUPERVISED FAMILY TIME

3.1.1 The Offeror will provide a child and family friendly location for family time services between families and children referred by Child Protection Services.

Describe in the RFP how the Offeror will:

- A. Provide a clean, safe facility for children of all ages to have supervised family time;
- B. Provide rooms that have a comfortable, family-like setting for children and families;
- C. Provide for more than one family time service to occur simultaneously;
- D. Provide audio/visual recordings of the family time services for the agency;
- E. Provide for the ability for observation of the family time services by Offeror or CPS staff;
- F. Provide flexible scheduling of family time services for the agency that can occur outside the course of a normal business day, to include evenings and weekends.

3.1.2 The Offeror will provide staff to supervise the family time between the children and family members.

Describe in the RFP how the Offeror will:

- A. Ensure employees have criminal background checks and Central Registry checks completed before working for the family visitation center;
- B. Ensure that employees will be provided with training about family dynamics and maltreatment of children;
- C. Ensure that employees will be able to determine when a family time service is detrimental and be able to comply with expectations of the Division of Child Protection Services in providing family time services that are safe for the child and in reported suspected abuse or neglect;
- D. Ensure that employees will maintain confidentiality;
- E. Provide technology for employees to communicate with Child Protection Services, both verbally and in writing.

3.2 TRANSPORTATION SERVICE

3.2.1 The Offeror will provide transportation services for parents and children referred by Child Protection Services.

Describe in the RFP how the Offeror will:

- A. Ensure employees have criminal background checks and Central Registry checks completed before working for the family visitation center;
- B. Comply with child safety restraint requirements, both as outlined in the South Dakota Codified Law 32-37 and by the Division of Child Protection Services;
- C. Ensure transportation employees have met legal requirements to drive within South Dakota and that the employees will provide an environment that is safe for the children and families referred by the Division of Child Protection Services;
- D. Provide insurance for the vehicles and other insurance as required.

3.3 PAYMENT FOR SUPERVISED VISTATION AND TRANSPORTATION SERVICES

3.3.1 Rates

The RFP will describe the Offeror's proposed rates for mileage, transportation time and for supervised family time.

3.3.2 Billing Procedures

The RFP will describe the system the Offeror will use to document services in order to provide a monthly billing to Child Protection Services, while assuring the mileage, and time for each transportation and family time service is documented separately with the name of the family and the name of the Division of Child Protection Services staff.

4.0 PROPOSAL REQUIREMENTS AND COMPANY QUALIFICATIONS

- 4.1 The offeror is cautioned that it is the offeror's sole responsibility to submit information related to the evaluation categories and that the State of South Dakota is under no obligation to solicit such information if it is not included with the proposal. The offeror's failure to submit such information may cause an adverse impact on the evaluation of the proposal.

In addition to the areas in Section 3, proposal must include the following:

- 1. Organizational overview including program background, services and population served by the organization.
- 2. Organizational mission statement.
- 3. Demonstrated work experience providing training and/or technical assistance to families.

- 4.2 **Offeror's Contacts:** Offerors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc. to the point of contact of the buyer of record indicated on the first page of this RFP. Offerors and their agents may not contact any state employee other than the buyer of record regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements. Offerors and their agents who have questions regarding this matter should contact the buyer of record.
- 4.3 The offeror **MUST** submit a copy of their most recent independently audited financial statements.
- 4.4 Provide the following information related to at least three previous and current service/contracts performed by the offeror's organization which are similar to the requirements of this RFP. Provide this information for any service/contract that has been terminated, expired or not renewed in the past three years:
- a. Name, address and telephone number of client/contracting agency and a representative of that agency who may be contacted for verification of all information submitted;
 - b. Dates of the service/contract; and
 - c. A brief, written description of the specific prior services performed and requirements thereof.
- 4.5 The offeror must submit information that demonstrates their availability and familiarity with the locale in which the project (s) are to be implemented.
- 4.6 The offeror must detail examples that document their ability and proven history in handling special project constraints.
- 4.7 The offeror must describe their proposed project management techniques.
- 4.8 If an offeror's proposal is not accepted by the State, the proposal will not be reviewed/evaluated.

5.0 PROPOSAL RESPONSE FORMAT

- 5.1 The offeror must submit one (1) copy of their entire proposal, including all attachments and cost proposal(s), in PDF digital format via SFTP.
- 5.2 All proposals must be organized and tabbed with labels for the following headings:
- 5.2.1 **RFP Form.** The State's Request for Proposal form completed and signed.
 - 5.2.2 **Executive Summary.** The one or two page executive summary is to briefly describe the offeror's proposal. This summary should highlight the major features of the proposal. It must indicate any requirements that cannot be met by the offeror. The reader should be able to determine the essence of the proposal by reading the executive summary. Proprietary information requests should be identified in this section.
 - 5.2.3 **Detailed Response.** This section should constitute the major portion of the proposal and must contain at least the following information:
 - 5.2.3.1 A complete narrative of the offeror's assessment of the work to be performed, the offeror's ability and approach, and the resources necessary to fulfill the requirements. This should demonstrate the offeror's understanding of the desired overall performance expectations.

5.2.3.2 A specific point-by-point response, in the order listed, to each requirement in the RFP as detailed in Sections 3 and 4. The response should identify each requirement being addressed as enumerated in the RFP.

5.2.3.3 A clear description of any options or alternatives proposed.

5.2.4 **Cost Proposal.** Cost will be evaluated independently from the technical proposal. Offerors may submit multiple cost proposals. All costs related to the provision of the required services must be included in each cost proposal offered.

See section 7.0 for more information related to the cost proposal.

6.0 PROPOSAL EVALUATION AND AWARD PROCESS

6.1 After determining that a proposal satisfies the mandatory requirements stated in the Request for Proposal, the evaluator(s) shall use subjective judgment in conducting a comparative assessment of the proposal by considering each of the following criteria listed in order of importance:

- 6.1.1 Specialized expertise, capabilities, and technical competence as demonstrated by the proposed approach and methodology to meet the project requirements;
- 6.1.2 Resources available to perform the work, including any specialized services, within the specified time limits for the project;
- 6.1.3 Record of past performance, including price and cost data from previous projects, quality of work, ability to meet schedules, cost control, and contract administration;
- 6.1.4 Availability to the project locale;
- 6.1.5 Familiarity with the project locale;
- 6.1.6 Proposed project management techniques;
- 6.1.7 Ability and proven history in handling special project constraints, and
- 6.1.8 Cost proposal.

6.2 Experience and reliability of the offeror's organization are considered subjectively in the evaluation process. Therefore, the offeror is advised to submit any information which documents successful and reliable experience in past performances, especially those performances related to the requirements of this RFP.

6.3 The qualifications of the personnel proposed by the offeror to perform the requirements of this RFP, whether from the offeror's organization or from a proposed subcontractor, will be subjectively evaluated. Therefore, the offeror should submit detailed information related to the experience and qualifications, including education and training, of proposed personnel.

6.4 The State reserves the right to reject any or all proposals, waive technicalities, and make award(s) as deemed to be in the best interest of the State of South Dakota.

6.5 **Award:** The requesting agency and the highest ranked offeror shall mutually discuss and refine the scope of services for the project and shall negotiate terms, including compensation and performance schedule.

- 6.5.1 If the agency and the highest ranked offeror are unable for any reason to negotiate a contract at a compensation level that is reasonable and fair to the agency, the agency shall, either orally or in writing, terminate negotiations with the contractor. The agency may then negotiate with the next highest ranked contractor.
- 6.5.2 The negotiation process may continue through successive offerors, according to agency ranking, until an agreement is reached or the agency terminates the contracting process.
- 6.5.3 Only the response of the vendor awarded work becomes public. Responses to work orders for vendors not selected and the evaluation criteria and scoring for all proposals are not public. SDCL 1-27-1.5 and See SDCL 1-27-1.5 and 1-27-1.6.

7.0 COST PROPOSAL

The offeror should submit their proposal for the allocation of various expenses associated with providing services to the State within the scope of their proposal. This proposal should include all costs associated with employee salaries and benefits, for direct and indirect care staff, insurance vehicle costs, facility rent/lease/maintenance cost, office supply costs, utilities, professional fees and contract services and any other expenses that are deemed necessary to perform the services outlined in this proposal.

Complete the excel document: RFP 2192 Attachment B - Cost Proposal Family Visitation Center.